

IMAC IT Subcommittee Meeting Minutes

Thursday, August 14, 2003 -- DHFS, 1 W Wilson St, Room 672

--Submitted by Debbie Bigler, Milwaukee County DHHS

Present: Jim Jones, Debbie Bigler, Dave Hippler, Pam Waffle, Jayne Wanless, Sara Martin, Divya Nidhi, Kathleen Luedtke, Laurie Teubert, Evie Ryan-Tondryk, Bob Martin, Jill Jokela, Tony Sis and Seth Mandel. Ken Funck and Gabe Koroluk joined at 10:30 and Mal Jones joined at 11:00.

By teleconference: Bill Blank, Diane Peterson, Luann Page

Housekeeping

Debbie Bigler agreed to write the minutes for the August 14th meeting.

Minutes from the July 10, 2003 meeting were distributed, reviewed and approved.

Review Last Month's CARES Changes

Jim reported on and asked for feedback from the counties on the following changes made to CARES in the past month:

- The MA manual is now on-line. Everyone found this helpful to staff.
- Alert code 124 was generated in error for MCI but was fixed the next day, with all incorrect alerts deleted the next day.
- The new ANAR screen fields and policy changes are in BHCE/BWI Operations Memo 03-46, "Changes to Alien/Refugee Screen (ANAR) in CARES and New Non-Citizen Policy for W-2 and Child Care". Counties need to go over this Operations Memo with staff.
- The new reduced reporting requirement for FS is hoped to reduce the FS error rate. When reviewing March 2003 data it appears that if the new policy had been in effect at that time, the statewide error rate, excluding Milwaukee County, would have been near .03%. With the new policy it's important that counties make sure the cases are set up correctly at application and review so that the case remains correct for the six-month certification period.

Web Initiatives

Seth Mandel and Sara Martin from Deloitte Consulting presented a project that will move parts of CARES to a web based application. The purpose of this project is to reduce the workload on eligibility workers, reduce administrative costs, reduce the FS error rate, improve customer service, streamline processes and policies and increase FS participation. The first phase will include the current Client Registration process and the application entry subsystem. Other CARES functions will be moved over in at later dates.

Benefits of this initiative for the worker are that driver flows will be much more specific and there will be expanded data auto-update capabilities. Benefits to the customer will be that they can access information about their case/benefits, and will be able to report changes on-line.

Requirements for this system are being completed now, with a planned “go live” date of September 27, 2004.

See Handout titled “DHFS Web Projects Overview” dated August 14, 2003 for more information.

Automated Case Directory

Ken Funck distributed the handout “Automated Case Directory – Report Demo” dated August 14, 2003. The automated case directory will require the worker/supervisor to start by going into Web Intelligence (WEBI). The first phase will start with about five standard reports where workers will be able to access information on their own cases and customers to create their own personal directory. The five standard reports are: Case Level Detail Report, Office Caseload Summary, AG Detail Report, AG Individual Detail and Case Individual Detail.

The database for the directory is much more current than the monthly report produced in EOS, but there will be no history to it. Staff can save versions of the report by downloading it into another program, such as Excel.

Workers who choose to print the report should check “print preview” first to determine page layout for the print.

Update on CARES Projects – BadgerCare Employer Verification, New Hire, Unemployment Compensation Auto Update, etc.

Due to time limitations, Jim was only able to provide an update on the BadgerCare insurance access item. The \$1.2 million needed to continue the current verification process isn’t available, so Jim suggested that a possible solution could be for the worker to send an insurance verification form to the employer when a customer requests BadgerCare and employment is reported. The completed verification form would go from the employer to the state for entry into CARES. The state will explore the possibility of CARES sending a verification request to the customer, who will give the verification request to the employer. When the employer completes the form, it will be returned to the state, where it will be scanned for entry into CARES. This will then create an alert to the ESS indicating the process is complete.

Update on County CARES Wish List

Divya reported on the following CARES Wish List items:

- Case comments at both the beginning and end of driver flows may be implemented in September.
- An alert for an address match when customers live at the same address cannot be set up in CARES. The EOS Report C214, “Address Match for Active Cases” will be cleaned up to exclude nursing home cases, which will shorten the length of the report.
- AQIN will be changed to block DOBs and SSNs and personal information for individuals on confidential cases.
- AQIN will lose the field that shows verification of DOB to make room for a field that will show last county of CARES activity for the individual.
- AQCM will show each person’s living arrangement code from ANLA.

Other Business

There was no other business.

Next Meeting

September 11, 2003, DHFS Building, 1 W Wilson St, Room 672